

Job Description

Swim Instructor

POSITION SYNOPSIS AND PURPOSE

(A position overview and how it aligns with corporate strategies)



Aquatic staff are expected to deliver high levels of customer service to the users and participants. The Swim Instructor's most important functions include responsibility for patron safety through prevention focused supervision and education, and responding to injuries, incidents and emergencies through timely response. In an instructor capacity, aquatic staff are expected to provide a high-quality, safe, learning environment where participants can have fun, develop their skills and foster a lifelong love of swimming and the water.

As a Swim Instructor, you will contribute to the development of our aquatics programming by acting as an ambassador to the community and our patrons. By providing users and community members with vital water safety knowledge and building relationships with patrons of all ages, you ensure they can use and enjoy the facility in a safety conscious environment. Region of Queens Municipality is committed to creating a safe, educational and fun space for all patrons and staff, and a standard of excellence in our programs, products and services.

MAJOR RESPONSIBILITIES

(Position activities and allocation of time spent doing each activity)



Description	Approximate Time Spent (%)
<p>Customer Service</p> <ul style="list-style-type: none"> Greet and educate patrons about water safety, facility safety and provide high-quality services Suggest to the Supervisor opportunities to assist and improve participant experience Dress appropriately to promote visibility, recognition and professionalism Support and follow the policies and procedures of Region of Queens Municipality Build and maintain appropriate and professional relationships with all patrons, participants and staff Effectively resolve customer complaints, when appropriate and provide detailed communication to the Supervisor 	<p>20%</p>

Description	Approximate Time Spent (%)
<ul style="list-style-type: none"> • Ensure that participants of all abilities and backgrounds are welcome in summer aquatic programs and ensure that participants feel welcome, included and supported in the programs they are participating. Suggest additional staff training to the Supervisor where required to support inclusion • Ensure full confidentiality is maintained for all patrons and staff by following procedures that reduce the unnecessary transmission of confidential information and situations. 	
<p>Safety</p> <ul style="list-style-type: none"> • Instruct swimming lessons, ensuring participants follow facility rules and participate safely • Immediate response to facility injuries, incidents and emergencies based on training. This includes self-protective measures and use of personal protective equipment - PPE - (gloves, masks, shields, gowns), barrier devices (pocket masks) and safe lifting techniques • Participate in professional development opportunities and training • Carry out established opening and closing protocols as directed including, but not limited to; set up, clean up, hazard assessments and ensuring the pool is prepared and safe for all scheduled activities • Immediately report any damaged or broken equipment and supplies to the Supervisor • Actively practice risk management by completing daily and weekly maintenance and log sheets as directed. This includes performing routine safety inspections of all aquatic equipment and utilities, various cleaning tasks and immediately relaying any needs or concerns to the Supervisor on a regular basis • Assume an active role in ensuring the safety of all staff, members, and users through regular and effective implementation of all safety rules and guidelines • Ensure Accident, Incident and First Aid Reports are completed accurately, objectively and promptly as required and immediately report and submit to the Supervisor or designate • Attend and participate in all mandatory training and in-services • Complete other duties associated with the safe and effective operation as determined appropriate by Supervisors, Directors or designates • Follow safety and usage precautions, and wear required PPE as outlined on the Material Safety Data (SDS) sheet for each chemical, item or product • Adhere to the Occupational Health & Safety Act, Nova Scotia Operational Guidelines for Aquatic Facilities, the facility policies and procedures and Region of Queens Municipality's policies and safety standards 	30%
<p>Swimming Lesson Instruction</p> <ul style="list-style-type: none"> • Plan, instruct and evaluate swimming lessons in accordance with prescribed guidelines as outlined by the Nova Scotia Lifesaving Society Swim Instructor training • Provide a quality learning experience for all participants 	40%

Description	Approximate Time Spent (%)
<ul style="list-style-type: none"> • Maintain accurate attendance sheets, progress records and worksheets for participants as required • Follow the core program curriculum as specified • Ensure instructional situations are free from hazards • Wear provided Swim Instructor shirt, ensure that a whistle is on your person and that lesson plans and a flutter board are within reach at all times when instructing • Ensure that a qualified Lifeguard is on duty at all times while instructing swimming lessons, including any dryland portions of classes 	
<p>Cleanliness</p> <ul style="list-style-type: none"> • Complete daily cleaning duties to support cleanliness of facility as directed • Continuously monitor the cleanliness and safety within the aquatic centre, including locker rooms, deck, equipment room, staff room and seating area. Immediately address unclean or potentially hazardous conditions by reporting them to the Supervisor or designate 	10%

***Note:** All activities are expected to be performed in a safe manner, in accordance with the *Occupational Health and Safety Act* and its Regulations, along with Corporate Safety policies, procedures and programs. In addition, all necessary personal protective equipment must be used and maintained in good condition.

QUALIFICATIONS



Education (degree/diploma/certifications):

- Nova Scotia Lifesaving Society – Swim Instructor (current within two years)
- Intermediate Workplace First Aid w. CPR Level C + AED (current)
- WHMIS (training will be provided)
- Complete and maintain satisfactory RCMP Vulnerable Sector check (18+ years of age)

Experience:

- Experience working with various demographics

Knowledge/Skills/Abilities:

- Ability to work independently and as a contributing member of a team
- Ability to promote drowning prevention through public education, demonstration and special events
- Demonstrate problem solving skills and judgment
- Ability to be flexible in a fast-paced environment
- Ability to follow direction with minimal supervision
- Ability to establish and maintain respectful, cooperative and professional working relationships with your aquatic staff, other colleagues and the community
- Ability to maintain a high degree of mental alertness for long periods of time

WORK CONDITIONS



Working Conditions

- Hazards associated with outdoor aquatic environments (ie. sun, cold, inclement weather, varying water temperatures, etc.) and rescues
- Some tasks involve the ability to exert moderate physical effort including some combination of standing for long periods of time, sitting, sitting at a height, crouching, walking, climbing, swimming, performing work while wet and/or performing work while wet for an extended period of time
- Regular implementation of safe lifting, carrying and rescue techniques
- Unobscured access to all required rescue equipment, first aid kits and PPE
- Exposure to a loud, warm/cool and busy environment
- Ability to be flexible in a fast-paced environment
- Due to the nature of the position, daytime, evening, weekend and holiday work may be required
- Receive regular feedback from the Supervisor, Assistant Supervisor, Director of Recreation or designates
- Other duties as assigned by the Supervisor, Director of Recreation, or designate

Work Demands

This position spends approximately:

- 10% of the time indoors
- 90% of the time outdoors
- 0% of the time driving a vehicle during work

Physical effort:

- Work is performed in both indoor office and aquatic settings and outdoor environments
- May involve lifting equipment up to 50 lbs., standing for extended periods, and exposure to varying weather conditions and pool chemicals

Mental effort:

- Complex problem solving
- Multitasking and managing competing priorities

Hours of work:

- Facility operates 7 days a week, 16 hours a day. Shift work with the ability to work evenings, weekends and holidays depending on operational need.

Work Location:

- On-site (100% of work performed on-site)
- Hybrid (Combination of on-site and remote work)
- Mostly Remote (Most time spent working remotely with limited time spent in the office)

Note: Mostly remote positions are required to attend regularly scheduled team meetings, training, and collaboration opportunities on-site. Appropriate notice will be provided.

ACCOUNTABILITY AND INITIATIVE



Independent Decision Making:

- Moderate independent decision making

Financials and Budget:

- N/A

Confidential Information:

- Access to confidential participant information

Creativity and Ingenuity:

- Moderate degree required

Leadership, Supervision and Functional Advice

Employees this role supervises:

- N/A

Functional advice this role may provide and to whom it is provided:

- N/A

POSITION CLASSIFICATION
(Where this position fits)



Position Title: Swim Instructor	Division:
Department: Recreation	Classification:
Positions Supervised Directly: N/A	Reports to (Direct): Supervisor
Wage: \$19 per hour + 4% vacation pay	Positions Supervised Indirectly: N/A
Hours per week: Facility operates 7 days a week, 16 hours a day. Shift work with the ability to work evenings, weekends and holidays depending on operational need.	Work Location: Queens Place Emera Centre Aquatics Centre / North Queens Aquatic Centre
Effective Date: April 27, 2026	Revision Date:

Organizational Chart

The reporting relationship of this position to others within the immediate department.

